Common Levels of Support (CLS)

U.S. Army Installation Management Agency

WHAT IS CLS?

Common Levels of Support (CLS) is a method for ensuring the delivery of high quality Base Operations Support services within the funds available to the Army. Soldiers, civilians and family members deserve consistent, high quality programs and services at every installation. Common Levels of Support will allow the distribution of resources to enable this in a consistent and equitable manner.

WHY USE CLS?

Consistency and predictability. The Army has established the Army Baseline Standards (ABS) and budgetary/funding requirements are based on these standards. However, ABS requirements are not always fully funded. The Army needs a method for ensuring consistency and predictability of programs and services when they are not fully funded. CLS will eliminate past inconsistencies in service delivery and program availability at Army installations.

THE CLS APPROACH:

Each ABS service is divided into discrete, component segments called Service Support Programs (SSPs). When funding is not available at 100% of the baseline service, the highest priority SSPs will be fully funded and provided, while the lowest priority SSPs will not be funded or provided. This ensures that what we do, we will do well!

SERVICE ANALYSIS TEAMS (SATs):

The data and information used to develop CLS will be generated by a series of Service Analysis Teams comprised of Army stakeholders, including installation, region, MACOM and headquarters representatives. These teams will identify and prioritize the Service Support Programs (SSPs), and identify the percentage of cost (from the approved ABS) that is required to perform each SSP. The SATs will also establish metrics for each SSP to be measured to ensure consistent performance at every garrison.

IMPLEMENTATION GOALS:

HQ-IMA will begin implementing CLS for fiscal year 2005 for those services that have been evaluated during the SAT process. We will publish the Army decisions on funded and un-funded Service Support Programs and distribute funds to Army garrisons accordingly. Garrison Commanders and Region Directors will have the opportunity to adjust for local mission, geography or demography.

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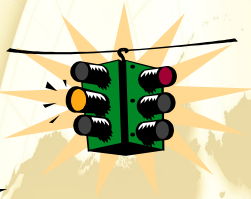
THE CLS PROCESS:



BUDGET GUIDANCE

A thru H Service Support Programs (Notional Example)

Fully Funded / **Not Funded**

SSP	Priority
A	8
B	7
C	6
D	5
E	4
F	3
G	2
H	1

RESULTS FROM SERVICE ANALYSIS TEAMS

SAT OUTPUT

SUPPORT PROGRAMS

- **IDENTIFY**
- **PRIORITIZE**
- **EST. % OF SERVICE COST**

SSP	Priority	% Service Cost of SSP	% Overall Service Cost	ABS Rating
A	8	10%	100%	G
B	7	5%	90%	A
C	6	15%	85%	A
D	5	10%	70%	A
E	4	10%	60%	A
F	3	10%	50%	A
G	2	20%	40%	R
H	1	20%	20%	R

CLS ADVANTAGES:

- **Consistency in service delivery across Army installations worldwid**
- **Equitable funding distribution to Army garrisons**
- **Visibility of affordable and non-affordable support programs**
- **Stimulus for innovation to afford more support programs**
- **Predictable environment of Base Operations Service delivery for the Army's Soldiers, civilians and famil members**

Sustain, Support, Defend

Questions About CLS?

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